

# **Commute Profile 2005**

## **Regional Report**

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**Prepared for:**

The Metropolitan Transportation Commission's Regional Rideshare Program

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## Commute Profile 2005

### Regional Report

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## Introduction

The Regional Rideshare Program conducted the Bay Area's thirteenth *Commute Profile* survey in the spring of 2005. *Commute Profile* is an annual region-wide telephone survey of commuters. The study is designed as a tool to help the Regional Rideshare Program, its partners and others better understand Bay Area commuters and their commute patterns. *Commute Profile* is unique among Bay Area surveys in that it focuses on commuters, their travel behavior and trends that emerge from year to year.

To track commute trends over time, *Commute Profile* has retained a group of core questions. The core questions include:

- Commute modes
- Commute distance and time
- Use of HOV lanes
- Influence of employers and employment sites on travel behavior
- Potential use of alternatives to driving alone
- Awareness and use of commuter information services
- Demographic information

Additional questions are rotated each year depending on topics of interest to the Metropolitan Transportation Commission (MTC) and other partners who participate in the planning of *Commute Profile*. This year's survey included questions about price sensitivity, logistics of finding carpool partners, and commonly used media. It also included an expanded look at the awareness and use of 511 services.

## Publication of Findings

In the past, *Commute Profile* has in a single "book" format. *Commute Profile 2005*, however, is published in two separate online reports:

- Regional Report: This report analyzes a weighted data set representative of the region as a whole. It focuses on commute mode, distance, time, use of carpool lanes and telecommuting, changing commute conditions and the influence of the employment site. It also includes some discussion of awareness and use of customer service programs (511, incentives, etc.) and customer profiles (demographics).
- County Profiles: This report is based on a sample of commuters who live in each of the nine Bay Area counties. Data from the core question are used to show how commute patterns vary by county.

## Methodology

The target population for *Commute Profile* is Bay Area residents over the age of 16 who are employed full-time (30 hours or more) outside the home. This is a key customer group for the Regional Rideshare Program's services.

The sample size for *Commute Profile* has varied from year to year as a result of budget considerations, but the last seven years have been consistent (Table 1). Larger sample

sizes allow for more accurate regional data and for data that are more meaningful at the county level.

**Table 1 – Commute Profile Historical Summary**

<b>Year</b>	<b>Completed Questionnaires</b>	<b>Counties With Full Sample</b>	<b>Direct Costs Budget<sup>1</sup></b>
1992	1,600	1	\$22,245
1993	2,800	6	\$40,325
1994	3,200	7	\$44,600
1995	1,090	2	\$11,844
1996	3,450	8	\$41,152
1997		<i>no survey</i>	
1998	1,608	2	\$19,000
1999	3,628	9	\$42,000
2000	3,600	9	\$42,670
2001	3,600	9	\$44,740
2002	3,643	9	\$57,530
2003	3,600	9	\$51,883
2004	3,600	9	\$49,688
2005	3,618	9	\$52,558

Between March 23 and May 31, 2005, a market research consultant administered telephone surveys to 3,618 Bay Area residents or at least 400 for each of the nine Bay Area counties. Phone numbers were randomly generated, and calls were made in the evenings or on weekends. For the region-wide analysis, a weighted data set is used. The weighting is based on employed residents per county (Table 2). For the county-level analysis, the original data are used to provide the maximum sample size for each county.

<sup>1</sup>This is the budget for acquiring the sample, conducting the telephone interviews and delivering a clean data set. It does not include questionnaire design, analysis, report preparation, graphic design or printing.

**Table 2 – Regional Weighting Factors by County**

County	Weighted Factor
Alameda	1.85
Contra Costa	1.21
Marin	0.34
Napa	0.16
San Francisco	1.14
San Mateo	0.97
Santa Clara	2.26
Solano	0.46
Sonoma	0.61
<i>n= at least 400 per county</i>	

*Commute Profile* data are based on samples and, as with any sample, some of the year-to-year fluctuations are due to normal sampling error. Populations of employed residents per county vary from 68,500 (Napa) to 844,000 (Santa Clara).<sup>2</sup> The samples of 400 from each county have a normal sampling error of 5% and a confidence level of 95% associated with them. The region-wide population of employed residents is estimated to be 3,336,500 according to the 2000 Census. The regional sample of 3,600 has a normal sampling error rate of 2% and a confidence level of 98%. This means if the survey were to be conducted 100 times, one could be confident 98 times out of 100 that the characteristics of the sample would reflect the characteristics of the population to within plus or minus 2%.

In some cases, *Commute Profile* examines sub-samples of the regional or county data sets where the sample sizes are smaller. Each table in *Commute Profile* includes the actual sample size in the format of (n=sample size). The normal sampling error increases as the sample size decreases as is shown in Table 3.

**Table 3 – Normal Sampling Error Rates**

Sample Size (n=)	Sampling Error	Confidence Level
3,600	2%	98%
400	5%	95%
270	6%	95%
200	7%	95%
150	8%	95%
120	9%	95%
100	10%	95%

<sup>2</sup> Estimate of employed residents in 2005 are from the 2000 Census.

## Journey Profile

### Commute Mode

To develop a relatively complete view of commuters' travel modes, *Commute Profile* looks at the trip to work in terms of "primary," "connecting" and "occasional" modes. The "primary" mode of travel is defined as the method used for all or the part of the trip that covers the greatest distance. All respondents were asked if their entire commute trip was made using one mode or if their normal trip to work involved the use of additional or "connecting" modes. Finally, if the number of days per week an individual uses their primary mode did not match the number of days per week worked, they were asked what other modes they use on an "occasional" basis.

The percentage of respondents who drive alone as their primary commute mode increased between 2004 and 2005 from 64% to 67% (Table 4). It is now nearing the 2002 high of 68%. Carpooling has declined from a recent high of 18% in 2003 to a new low of 14%. The percentage of commuters riding BART is up slightly and continues an upward trend from 3% in 2002 to 5% in 2003 to 6% in 2004 and finally to 7% this year. The percentage of commuters who get to work by bicycle has doubled to 2% this year; this is the first significant increase in bicycle commuting in many years.

**Table 4 – Primary Commute Mode**

Mode	2005	2004	2003	2002
Drive Alone	67%	64%	63%	68%
Carpool <sup>3</sup>	14%	16%	18%	17%
BART	7%	6%	5%	3%
Bus	4%	5%	5%	5%
Walk	3%	3%	3%	2%
Bicycle	2%	1%	1%	1%
Telecommute	1%	1%	2%	1%
Light Rail	1%	1%	1%	<1%
Caltrain	1%	1%	1%	1%
Motorcycle	1%	1%	1%	<1%
Vanpool	<1%	<1%	<1%	1%
Ferry	<1%	<1%	<1%	<1%
n=	3,618	3,607	3,609	3,614

Approximately 14% (n=3,618) of respondents indicated their normal trip to work involves the use of more than one mode. As in previous years, the most popular connecting mode is driving alone (Table 5). Carpooling, bus, BART, and walking or jogging are other popular connecting modes. The responses in the middle column of Table 5, "Of respondents using multiple modes," total 110% because some use more than one connecting mode.

<sup>3</sup> Respondents who initially indicated they drive alone, but later indicated they have others in the car with them three to five days per week were reclassified as carpools.

**Table 5 – Connecting Modes**

<b>Mode</b>	<b>Of respondents using multiple modes</b>	<b>Of all respondents</b>
Drive alone	35.79%	4.84%
Bus	18.00%	2.43%
BART	14.52%	1.96%
Walk or jog	12.68%	1.71%
Carpool	7.16%	0.97%
Light Rail	6.34%	0.86%
Bicycle	5.52%	0.75%
Work shuttle	3.07%	0.41%
Caltrain	2.25%	0.30%
Don't know/refused	1.23%	0.17%
Motorcycle	1.02%	0.14%
Ferry	1.02%	0.14%
Other	1.02%	0.14%
Vanpool	0.41%	0.06%
Work at home/telecommute	0.20%	0.03%
	<i>n = 489</i>	<i>n = 3,618</i>

When primary and connecting modes are combined, a view of the journey to work is provided that gives equal weight to each mode regardless if it is used for the whole trip or just a portion of the trip (Table 6). This is useful for considering the impact of commuter cold starts on air quality. An individual who drives to BART will represent two trips in Table 6 — one in the drive-alone category and one in the BART category. There are some differences between the view of all trip segments (Table 6) and the view of just the primary mode of travel (Table 4). The percentage of trips made driving alone decreases from 67% to 62%, and the percentage carpooling drops a percentage point. The percentage of bus, walk and light rail trips increases when primary and connecting modes are combined.

**Table 6 – Primary and Connecting Modes Combined**

Mode	Percentage
Drive alone	62%
Carpool	13%
BART	7%
Bus	6%
Walk or jog	4%
Bicycle	3%
Light Rail	2%
Caltrain	1%
Motorcycle	1%
Work at home/telecommute	1%
Vanpool	<1%
Ferry	<1%
Work Shuttle	<1%
OTHER - SPECIFY	<1%
	<i>Total answers=4,142</i>

The primary and connecting modes in Table 7 are clustered in four groups (drive alone, carpool, transit and other<sup>4</sup>) for easier comparisons. The table shows the types of connecting modes used based on primary mode for the 14% of commuters who use a connecting mode. For example, of those commuters whose primary mode is driving alone (first row), 11% drive to meet a carpool, 53% drive to catch transit and 31% drive and then use an “other” mode to complete their journey to work.

Transit users are the most likely to use connecting modes on their normal commute trip (63% use a connecting mode), and they are most likely to drive alone to transit (42%) or use multiple transit modes (36%). Drive-alone commuters are the least likely—only 4% use a connecting mode. Twenty-four percent of “other” mode users and 9% of carpoolers use connecting modes. Public transit and driving alone are the most frequently used connecting mode in all four modal categories.

<sup>4</sup> “Drive Alone” includes motorcycles and taxis; “carpool” includes vanpools; “transit” includes buses, trains and ferryboats; and “other” includes bike, walk and telecommute.

**Table 7 – Primary Mode by Connecting Mode**

Primary Modes	Connecting Modes			
	Drive Alone	Carpool	Public Transit	Other
<b>Drive Alone</b> <i>4% of drive-alones use a connecting mode; n=99</i>	-	12%	55%	33%
<b>Carpool</b> <i>9% of carpoolers use a connecting mode; n=51</i>	25%	10%	49%	16%
<b>Transit</b> <i>63% of transit users use a connecting mode; n=329</i>	42%	5%	36%	17%
<b>Other</b> <i>24% of “other” mode users use a connecting mode; n=53</i>	47%	6%	47%	0%

An occasional mode is a different mode used on days when commuters do not use their primary commute modes. Approximately 8% (n=3,618) of respondents indicated they use different methods of commuting on an occasional basis. This is consistent with previous years. Driving alone and telecommuting continue to be the most popular occasional modes (Table 8). The responses in the middle column of Table 8, “Of respondents with an occasional mode,” total 112%, because some respondents use more than one mode occasionally.

**Table 8 – Occasional Commute Modes**

Mode	Of respondents with an occasional mode	Of all respondents
Drive alone	32%	3%
Work at home/telecommute	23%	2%
Carpool	14%	1%
Bicycle	11%	1%
BART	10%	1%
Bus	9%	1%
Walk or jog	8%	1%
Light Rail	2%	0%
Caltrain	2%	0%
Motorcycle	1%	0%
	<i>n=291</i>	<i>n=3,618</i>

Grouping commute modes into broader categories makes it easier to view patterns that emerge over time (Table 9). After two consecutive years of lower drive-alone rates, 2005 shows an increase of two percentage points, from 65% in 2004 to 67%. It has ranged from a high of 71% in 1998 to a low of 62% in 1995; this year’s 67% falls in the middle of this range. The carpool rate dropped two percentage points for the second year in a row, to 14%. Fourteen percent is the lowest carpool rate in the survey’s history; found also in 1998 and 2000. The percentage of people using “other” commute modes (6%) is consistent with past results.

**Table 9 – Clustered Modes Over Time <sup>5</sup>**

Mode	1993	1994	1995	1996	1998	1999	2000	2001	2002	2003	2004	2005
Drive Alone	65%	66%	62%	64%	71%	67%	68%	69%	69%	64%	65%	67%
Carpool	17%	17%	19%	17%	14%	15%	14%	17%	18%	18%	16%	14%
Transit	12%	12%	12%	13%	11%	14%	14%	10%	10%	12%	13%	13%
Other	7%	5%	7%	6%	3%	4%	5%	4%	4%	7%	6%	6%
<i>n=</i>	2782	3201	400	3450	1200	3669	3608	3616	3614	3609	3607	3618

### *County Comparisons*

There are a number of differences in commute modes between commuters who live in different counties—mostly related to the options that are available. The availability of transit and parking, as well as travel distance, appears to influence commuters' choices. Consistent with previous years, commuters living in Napa and Sonoma counties are the most likely to drive alone to work (Table 10). Commuters living in San Francisco are the least likely to drive alone to work and most likely to use public transit or “other” modes. Solano residents have the highest carpool rate with Contra Costa close behind. Also consistent with previous years, public transit use is distinctly lower among Napa, Santa Clara, Solano and Sonoma resident commuters. There appears to be an inverse relationship between drive-alone and transit rates.

**Table 10 – Commute Modes by County**

County	Drive Alone	Carpool	Transit	Other	<i>n=</i>
San Francisco	43%	9%	35%	12%	400
Contra Costa	64%	18%	15%	3%	410
<b>Region</b>	<b>67%</b>	<b>14%</b>	<b>13%</b>	<b>6%</b>	<b>3,618</b>
Alameda	68%	14%	15%	4%	400
San Mateo	70%	13%	12%	5%	400
Marin	71%	12%	12%	5%	403
Solano	72%	19%	5%	4%	401
Santa Clara	74%	14%	5%	7%	402
Sonoma	77%	16%	3%	5%	400
Napa	80%	14%	2%	5%	401

### **Commute Distance**

The average trip distance has remained fairly constant since 1992—varying from a low of 14 miles to a high of 17 miles (Table 11). For the last four years, average trip distance has remained unchanged at 16 miles one-way. Long-distance commutes are often profiled in the media but data collected here do not support increasing commute distances for most commuters. *Commute Profile*, however, does not sample residents from counties such as San Joaquin and Stanislaus, who may be making longer trips on Bay Area roadways. Even if commuters from outlying counties were included in the study,

<sup>5</sup> It is important to note that sample sizes in 1995 and 1998 (because of budget considerations) were smaller; data from these two years should be viewed with added caution.

they comprise a small percentage of total commuters and would not dramatically influence results on a regional basis.<sup>6</sup>

**Table 11 – Average Regional Commute Distance in Miles (one-way)**

	1992	1993	1994	1995	1996	1998	1999	2000	2001	2002	2003	2004	2005
Miles	16	15	14	15	15	17	17	17	17	16	16	16	16
n=	1,600	2,782	3,201	400	3,188	1,171	3,572	3,608	3,615	3,614	3,497	3,476	3,511

Table 12 provides additional insight into the distances commuters travel to get to work each day. Long-distance commuters (those traveling more than 41 miles each way) are the minority—only 6% are in this category. At the other extreme, short distance commuters (those traveling five miles or less) comprise the largest group. The flat trend shown by average commute distances in Table 11 is reflected by the lack of any upward or downward trends in the grouped mileage categories.

**Table 12 – Commute Distance Over Time**

One-way miles	1996	1998	1999	2000	2001	2002	2003	2004	2005
0 - 5 miles	33%	25%	28%	28%	28%	30%	28%	29%	28%
6 - 10 miles	20%	20%	20%	17%	20%	20%	20%	20%	20%
11 - 20 miles	25%	28%	26%	26%	25%	27%	26%	26%	26%
21 - 40 miles	16%	21%	19%	22%	20%	18%	20%	19%	19%
41 miles +	7%	7%	8%	7%	6%	6%	7%	7%	6%
n=	3,188	1,171	3,572	3,608	3,615	3,614	3,493	3,476	3,511

Short-distance commuters are the least likely to drive alone (Table 13) and by far the most likely to participate in “other” modes which include biking and walking. Transit usage is more common among commuters with longer commute distances (21-41+ miles) than it is among commuters with shorter commute distances. Carpooling is highest among commuters who travel 6-10 miles or over 40 miles. Driving alone is most common among mid-distance commuters (11-20 miles and 21-40 miles), but the drive-alone rate among commuters traveling 6-10 miles is nearly as high. Commuters who travel more than 40 miles have a drive alone rate (63%) almost as low as the short-distance commuters (61%).

<sup>6</sup> For example, about 13,000 San Joaquin and Stanislaus residents commute to Santa Clara and San Mateo counties—common long-distance commutes. This is less than one half of one percent of Bay Area commuters. (Source: 2000 Census, compiled by KnightRidder)

**Table 13 – Commute Mode by Distance**

<b>Mile Range</b>	<b>Drive Alone</b>	<b>Carpool</b>	<b>Transit</b>	<b>Other</b>
0 – 5 Miles <i>n=998</i>	61%	12%	12%	14%
6 – 10 Miles <i>n=707</i>	70%	18%	9%	3%
11 – 20 Miles <i>n=912</i>	72%	13%	12%	2%
21 – 40 Miles <i>n=668</i>	72%	13%	14%	0%
41 Miles or more <i>n=225</i>	63%	18%	16%	3%
<i>Average miles traveled</i>	<i>16.5</i>	<i>16.9</i>	<i>17.9</i>	<i>6.4</i>

### ***County Comparisons***

Solano and Contra Costa County residents travel the longest distances to work (Table 14), traveling almost twice the distance of San Francisco commuters. San Francisco and Santa Clara commuters have the shortest trips, which is not surprising since these counties are home to the Bay Area's largest employment hubs. In 2003, Napa commute distance appeared to be declining. This seems to have been an aberration as commute distances increased in the last two years.

**Table 14 – Average One-way Commute Miles by County**

<b>County</b>	<b>1996</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Solano	23	27	27	25	25	23	21	24
Contra Costa	19	21	22	23	20	22	22	22
Napa	19	19	20	18	17	14	16	18
Sonoma	19	21	20	20	19	18	18	17
Marin	16	17	18	18	17	17	17	17
Alameda	16	17	17	17	16	16	17	16
San Mateo	16	15	16	16	15	15	15	16
Santa Clara	14	14	14	12	14	15	14	14
San Francisco	9	11	12	13	11	10	12	10

### **Commute Time**

Respondents were asked to estimate their “door-to-door” travel time to work. In 2002, the trend of increasing travel time to work took a turn in the other direction—decreasing from 34 to 30 minutes (Table 15). Travel times have mirrored the increases and decreases in economic activity. Economic activity hit its peak in 2000; as the economy started to cool in 2001, travel times began to decrease and have continued to do so through 2003. Since then, travel times seem to have stabilized.

Based on the data gathered on distance and time, travel speeds were calculated. Following the same pattern as travel time, travel speeds seem to have stabilized over the most recent four years (Table 15).

**Table 15 – Travel Time, Distance and Speed**

	1992	1993	1994	1995	1996	1998	1999	2000	2001	2002	2003	2004	2005
Travel Time (minutes)	28	27	27	27	28	32	30	35	34	30	29	30	29
Trip Distance (miles)	16	15	14	15	15	17	17	17	17	16	16	16	16
Travel Speed (mph)	35	34	32	34	33	33	33	30	30	32	33	32	33

Auto-based modes and non-auto modes have considerably different travel characteristics (Table 16). The distance and time characteristics of drive-alone and carpool commuters are similar. Commuters who drive alone tend to have the fastest travel speeds with carpoolers not far behind. Carpoolers travel the same distances at slightly slower speeds, but carpoolers who regularly use carpool lanes on their commute travel longer distances at about the same speed as those driving alone. Public transit users travel slightly longer distances than auto-based commuters but do so at slower average travel speeds. Not surprisingly, “other” mode commuters, which are generally bicyclists and pedestrians, travel the shortest distances at the slowest speeds.

**Table 16 – Travel Characteristics by Primary Mode**

Mode	Average Miles	Average Minutes	Miles per Hour
Drive Alone <i>n</i> =2,393, 2388	17	27	37
Carpool <i>n</i> =497, 502	17	29	35
Transit <i>n</i> =426, 474	18	48	22
Other <i>n</i> =195, 203	6	21	18

### County Comparisons

Solano residents have the fastest estimated travel speeds on their daily commutes (42 miles per hour, Table 17). Napa residents have the next fastest speeds at 40 mph. Commuters who live in San Francisco have the slowest estimated travel speeds (21 mph). Changes between 2004 and 2005 were minimal—commuters from most counties either maintained the same average speed or changed by one mile per hour. Exceptions include Solano’s travel speed increasing by 2 mph; Napa’s travel speed increasing by 3 mph; and San Francisco’s travel speed declining by 2 mph.

**Table 17 – Estimated Travel Speed (miles per hour) by County**

County	1996*	1999	2000	2001	2002	2003	2004	2005	Change 1996- 2005
Solano	44	48	37	37	39	41	40	42	-2
Napa	43	45	38	39	37	37	37	40	-3
Sonoma	43	41	35	35	36	37	37	36	-7
San Mateo	37	34	31	30	34	35	36	35	-2
Contra Costa	35	39	32	33	34	34	35	35	=
Santa Clara	36	32	29	26	32	35	34	33	-3
Alameda	35	34	30	28	30	33	33	32	-3
Marin	31	33	27	28	30	32	30	31	=
San Francisco	21	25	20	24	23	21	23	21	=

\*No survey was done in 1997 and the 1998 survey did not have a sample for each county.

### Start Time and Flexibility

Predictably, the highest percentage of respondents starts work between 8:00 AM and 8:59 AM (Table 18). More than 80% of respondents start work during the morning peak period (6 AM to 9:59 AM). Since many of the survey calls were made in the evening (some were also made on weekends), people who start work between 4:00 PM and 11:59 PM may be underrepresented in this sample. Respondents were also asked about the flexibility of their arrival and departure times (Table 19). Arrival times at home are slightly more flexible than arrival times at work. Over 60% of commuters indicated they had some flexibility in their arrival times at home or work.

**Table 18 – Start Work Time**

Start Time	Percent
6:00 – 6:59 AM	9%
7:00 – 7:59 AM	22%
8:00 – 8:59 AM	34%
9:00 – 9:59 AM	18%
10:00 AM – 3:59 PM	8%
4:00 PM – 11:59 PM	3%
Midnight – 5:59 AM	5%
	<i>n=3,530</i>

**Table 19 – Flexibility of Arrival Times at Work and Home**

	Arrival Time at Work	Arrival Time at Home
Very flexible	27%	26%
Somewhat flexible	37%	43%
Neutral	8%	8%
Inflexible	15%	15%
Very inflexible	12%	7%
<i>n</i> =	3,618	3,618

### Carpool Lane Use

Forty percent (n=3,535) of respondents have a carpool lane along their route to work. Of those with a carpool lane about 19% (n=1,419) use the lane regularly to get to work. This translates to about 8% of all commuters using a carpool lane; most of them (87%, n = 222) report saving time by using the lane. The amount of time respondents estimate saving has declined from a high of 23 minutes in 2001 (Table 20). The 17 minutes saved in 2005 was consistent with the last 4 year's findings. The decreasing amount of time saved by using the carpool lane may be related to the adjacent mixed-flow lanes being less congested than they were three or four years ago.

**Table 20 – Minutes Saved (one-way) by Using Carpool Lane**

	1993	1994	1995	1996	1998	1999	2000	2001	2002	2003	2004	2005
Minutes Saved	14	16	14	16	16	16	21	23	16	17	15	17
<i>n</i> =	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	196	289	190	93	295	275	250	222

Table 21 displays the percentage of commuters who report that having the carpool lane on their route influences their decision to rideshare and if they would continue to rideshare if the HOV lane was removed. Regarding the influence of carpool lanes, the 2005 results are consistent with findings in the past three years with about 50% reporting that a carpool lane influences their decision to use an HOV mode. This is significantly lower than pre-2002 results that showed that at least 60%) were influenced to use their HOV mode by the presence of carpool lanes. This indicates that the influence of carpool lanes is relative to travel speeds in the other travel lanes.. The percentage of respondents indicating they would no longer carpool or use transit without a carpool lane is at its lowest level but still greater than 50%.

**Table 21 – Carpool Lane and Commute Mode Choice**

	1999	2000	2001	2002	2003	2004	2005
Did a carpool lane influence your decision to use an HOV mode?							
Yes	60%	60%	69%	51%	51%	47%	54%
No	40%	39%	31%	46%	47%	49%	44%
Not Sure	0%	1%	0%	3%	2%	3%	2%
n=	289	190	118	358	346	305	271
Would you continue to use an HOV mode without a carpool lane?							
Yes	64%	66%	60%	58%	61%	63%	53%
No	26%	22%	32%	29%	25%	20%	26%
Not sure	9%	12%	8%	13%	15%	17%	21%
n=	289	190	118	358	345	301	271

### ***County Comparisons***

Santa Clara residents are the most likely to report having a carpool lane along their route to work (Table 22). Napa, San Francisco, and San Mateo county residents have the lowest level of access to carpool lanes.

Of those commuters who have a carpool lane along their route, only Solano and Napa residents are more likely to use it than the regional average (taking the standard error rate of these sample sizes into account). Solano County commuters make some of the longest trips in the region and many of them travel along the congested Interstate 80 corridor.

Of the commuters using carpool lanes, 87% said the carpool lanes save them time (n = 222). Only San Francisco residents vary from this average with any statistical significance. Only 69% report that their use of the carpool lane saves time.

The hope is that carpool lanes encourage commuters to rideshare, thus influencing more efficient use of the roadway system. About half of respondents regionwide say that it does encourage them. Sample sizes are small at the county level, but respondents from Marin, Sonoma, San Mateo, and San Francisco are less likely to be influenced than respondents from other counties and on average.

**Table 22 – Carpool Lane Influence by County**

County/Region	Access To Carpool Lane	Use of Carpool Lane	Save Time	Influence Decision
Santa Clara ( <i>n=402, 226, 36, 36</i> )	57%	16%	94%	61%
Marin ( <i>n=403, 198, 43, 43</i> )	50%	22%	81%	40%
Contra Costa ( <i>n=410, 190, 37, 37</i> )	47%	20%	87%	57%
Alameda ( <i>n=400, 176, 36, 36</i> )	45%	21%	83%	61%
<b>Region (<i>n=3,618, 1,425, 271, 271</i>)</b>	<b>39%</b>	<b>19%</b>	<b>87%</b>	<b>54%</b>
Solano ( <i>n=401, 125, 32, 32</i> )	31%	26%	88%	47%
Sonoma ( <i>n=400, 102, 25, 25</i> )	26%	25%	88%	36%
San Mateo ( <i>n=400, 84, 16, 16</i> )	22%	19%	81%	38%
San Francisco ( <i>n=400, 70, 13, 13</i> )	18%	19%	69%	31%
Napa ( <i>n=401, 68, 20, 20</i> )	17%	29%	90%	55%

### Carpool Dynamics

The average carpool size is 2.5 persons (including the driver, *n=234*). If vanpoolers are included in the calculation the average increases to 2.7 persons per vehicle (*n=240*). For vanpools only, the average is 10 persons per van (*n=6*). Co-workers and household members are the most common types of participants in carpools (Table 23). Casual carpoolers (i.e., carpools formed near transit stops on an informal basis with different drivers and passengers each day) make up approximately 5% of carpools.

**Table 23 – Carpool Make Up**

Relationship	2003	2004	2005
Co-workers	42%	39%	45%
Household Members	33%	40%	34%
Friends or Neighbors	6%	11%	11%
Casual Carpool	8%	4%	5%
Non-Household Relative	7%	5%	4%
Other	4%	2%	0%
	<i>n=222</i>	<i>n=245</i>	<i>n=241</i>

Approximately 70% (*n = 241*) of carpoolers have been participating in a carpool for more than a year (Table 24). Over 50% have been participating for more than two years. The most common meeting location (76%) is at the home of one of the participants (Table 25). Only 8% of carpools use a Park and Ride Lot.

**Table 24 – Carpool Duration**

Duration	Percentage
Less than a month	1%
1 month to less than 6 months	10%
6 months to less than a year	19%
More than a year but less than two	20%
2 to 5 years	34%
6 to 10 years	9%
11 years or more	8%
Don't Know	0%
	<i>n=241</i>

**Table 25 – Where Do You Meet Your Carpool or Vanpool**

Meeting Place	Percentage
Home	76%
In Route	13%
Park and Ride lot	8%
Work	2%
Daycare/School	0%
It varies	0%
	<i>n=241</i>

## Telecommuting

About a quarter (24%, n=3,618) of respondents have the option to telecommute rather than travel to work. This has been very consistent over the last five years with between 22% and 24% of employees having the option to telecommute. About 92% of workers (n=848) who have the opportunity to telecommute take advantage of it. Of those who telecommute:

- 18% do so one day per month,
- 39% do so two to four days per month,
- 34% do so five or more days per month.

The average telecommuter does so nearly five days per month (4.9, n=848), which is consistent with 2004 findings. This is slightly lower than earlier years, which showed that people telecommuted an average of between 5 and 6 days per month.

Since one goal of telecommuting is to reduce vehicle trips, the survey asked respondents if they made more, the same or fewer trips on days when they telecommute compared with days when they travel to work. In 2005, nearly seven out of 10 telecommuters reported making fewer vehicle trips (Table 26, n = 811). Although there have been fluctuations from year to year, the long-term pattern is clear—most telecommuters make fewer trips on days they telecommute.

**Table 26 – Trips Made on Telecommuting Days**

	1998	1999	2000	2001	2002	2003	2004	2005
Fewer	60%	67%	74%	57%	69%	66%	71%	71%
Same	35%	24%	20%	31%	22%	28%	24%	24%
More	5%	9%	7%	13%	9%	6%	6%	4%
<i>n=</i>	<i>159</i>	<i>674</i>	<i>645</i>	<i>571</i>	<i>726</i>	<i>713</i>	<i>763</i>	<i>811</i>

### Changing Commute Conditions

Respondents' were asked if their commute conditions had changed over the last year. Responses appear to mirror economic conditions. When the economy was booming (1999–2001), commuters indicated that travel conditions were getting worse. In 2002, perceived commute conditions began to change for the better as the economy slowed. The percentage of respondents indicating conditions were “better” was greater than the percentage indicating conditions were “worse” for survey years 2002-2004. The findings for 2005 show that, while the economy has not completely recovered, the perception has shifted back to a greater percentage of commuters seeing conditions worsening instead of improving (21% versus 19%). The majority (60%) feel that conditions have stayed the same (Table 27).

**Table 27 – Commute Conditions**

	1999	2000	2001	2002	2003	2004	2005
Better	17%	14%	14%	29%	30%	23%	19%
Same	51%	43%	42%	46%	52%	58%	60%
Worse	32%	44%	43%	25%	18%	20%	21%
<i>n=</i>	<i>3,606</i>	<i>3,529</i>	<i>3,517</i>	<i>3,479</i>	<i>3,519</i>	<i>3,544</i>	<i>3,565</i>

The most commonly cited reason for improved conditions is “moved home/changed job or work location” (34%, Table 28). The second most common answer is “lighter traffic” (25%), which was the most common reason for the previous three years. Sixty percent of respondents cited this reason in 2002 and it has been steadily dropping ever since. For those whose commute has gotten worse, “heavier traffic” remains the most commonly cited reason. More than half of respondents indicated traffic is heavier than in the past. This is similar to previous years but well below the 1999-2001 period when over 70% of respondents indicated that traffic had gotten heavier.

**Table 28 – How Commute Has Gotten Better or Worse**

<b>Better</b>		<b>Worse</b>	
Moved home/changed job or job location	34%	Traffic heavier	55%
Traffic lighter	25%	Moved home/changed job or job location	12%
Changed commute route	10%	Public transit more crowded/slower	7%
Changed travel mode	8%	Construction delays	6%
Roadway improvements	8%	Cost	5%
Commuting at a different time	7%	More road maintenance	3%
Improved/new public transit service	3%	Changed commute route	3%
Less road maintenance work	1%	Commuting route at different time	3%
Lower cost	1%	Bad drivers	3%
Transit less crowded	1%	Other	2%
Other	1%	Changed travel mode	1%
<i>Times mentioned = 773</i>		<i>Times mentioned = 934</i>	

### ***County Comparisons***

When asked if their commute conditions had gotten better, stayed the same or worsened in the last year, commuters in all counties are most likely to say that conditions had stayed the same. In six counties (Alameda, Contra Costa, Marin, Napa, Solano and Sonoma), more commuters believe their commute conditions worsened in the last year than believe they improved. In Santa Clara and San Mateo counties more commuters feel their commute conditions improved than feel they worsened. In San Francisco County, an equal number of people say they improved as say they worsened. (Table 29).

**Table 29 – Change in Commute Conditions by County**

<b>County</b>	<b>Better</b>	<b>Same</b>	<b>Worse</b>
Solano <i>n=392</i>	22%	47%	30%
Alameda <i>n=394</i>	20%	58%	22%
Santa Clara <i>n=394</i>	19%	63%	17%
Contra Costa <i>n=409</i>	19%	53%	28%
San Mateo <i>n=398</i>	18%	66%	16%
San Francisco <i>n=390</i>	17%	66%	17%
Marin <i>n=396</i>	16%	61%	24%
Napa <i>n=381</i>	15%	62%	22%
Sonoma <i>n=397</i>	15%	58%	26%

Respondents commuting by public transit, carpool or bicycle on a regular basis were asked if it is easier, about the same or more difficult to use those modes now than it was a year ago. Transit users' opinions changed little over the last year (Table 30). Bicyclists are the most positive about the use of their mode and show improvement compared with last year. Many carpoolers also indicate that their commutes improved since last year. None of the results are significantly different from last year's results.

**Table 30 – Ease of Using Transit, Carpooling and Bicycling for Work Trip**

	<b>Easier</b>	<b>More Difficult</b>	<b>Same</b>
Transit <i>n=454</i>	17%	18%	65%
Carpool <i>n=220</i>	20%	6%	74%
Bicycle* <i>n=74</i>	24%	12%	65%

\* note small sample size for bicycle respondents

The survey asked commuters who drive alone to work as their primary mode how possible it would be for them to use an alternative: public transit, carpool or bicycle. As shown in Table 31, carpooling is possible for 36% of respondents. Riding public transportation or a bicycle is less possible, but about one-quarter (28% and 24% respectively) reported that they could use those modes.

**Table 31 – How possible is it to use a Commute Alternative?**

Mode	Percentage possible
Carpool	36%
Public Transit	28%
Bicycle	24%
	<i>n=2,195</i>

In order to determine what might motivate commuters who drive alone to work to try another commute mode, the survey asked a series of questions outlined in Table 32. As shown, commuters are more likely to be influenced by a savings of 15 minutes (59%) than by \$100 per month (49%). Considering that the average person who uses a carpool lane reports saving 17 minutes (Table 20), this indicates a marketing opportunity. People also would be interested in ridesharing if there were an easy way to find a partner (62%) or if they already knew the people they could carpool with (78%). These answers provide guidance for the promotion of the Regional Rideshare Program and other programs that promote the use of alternative to driving alone.

**Table 32 – Encouraging Commute Alternatives**

	Percentage “Yes”	Sample Size
If you could save \$25 per month would you be willing to try carpooling or use public transit to get to work?	41%	2,131
If you could save \$50 per month would you be willing to try carpooling or use public transit to get to work?	42%	1,778
If you could save \$100 per month would you be willing to try carpooling or use transit to get to work?	49%	1,575
If you could decrease your travel time by up to 15 minutes a day each way, would you be willing to carpool or use public transit to get to work?	59%	2,021
If there was an easy way to find carpool partners, would you be willing to try carpooling to work?	62%	2,140
Would you more willing to carpool if you knew the person who you could carpool with?	78%	2,144

## Employer Profile

Like the previous three years eight of 10 respondents (80%,  $n=3,584$ ) have free all-day parking available at or near their worksite. The influence on mode choice of destinations with and without free parking is substantial.<sup>7</sup> Most drive alone commuters (88%, Table 33) have free parking at their work site; while most commuters who get to work by public transit do not (31%). Looking at the data the other way around, locations with free parking have a drive alone rate of 83% and a public transit rate of 5%, while locations

<sup>7</sup> Although parking is the variable identified here, other conditions associated with parking are likely to have an influence on mode choice. In other words, paid parking may not be the causative variable itself—it may simply identify areas with specific characteristics. For example, in areas such as downtown San Francisco where free parking is scarce, there is also more transit service, more amenities within walking distance of offices and significant local congestion. The combination of conditions is what most likely influences behavior rather than any single factor.

without free parking have a drive alone rate of 41% and a public transit rate of 43% (Table 33A).

**Table 33 – Respondents with Free Parking by Travel Mode**

	<b>Free Parking Available</b>	<b>n=</b>
Drive Alone	88%	2,432
Carpool	82%	505
Transit	31%	474
Other	68%	207

**Table 33A – Mode Split by Availability of Free Parking**

	<b>Free Parking Available</b>	<b>No Free Parking</b>
Drive Alone	75%	37%
Carpool	14%	12%
Transit	5%	43%
Other	5%	9%
<b>n=</b>	2,852	732

The percentage of employers who encourage employees to use transit, carpool, bicycle and walk to work is consistent with earlier years (Table 34). *Commute Profile* provides only an estimate of employer involvement because survey responses are depend on respondents' awareness and understanding of what their employers do. The sampling methodology is also designed to be representative of commuters from the nine counties—not necessarily of Bay Area employers. With this consideration, the data indicate that employers are involved in providing commute assistance to their employees. The most common types of programs employers operate to encourage the use of commute alternatives are transit sales/subsidies and carpool or vanpool programs (Table 35). This question also received a number of “other” answers such as management setting an example by using commute alternatives, hosting events like Bike-to-Work Day, and locating near transit and not providing parking.

**Table 34 – Employers That Encourage Use of Commute Alternatives**

	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Employers with Programs	34%	39%	41%	36%	39%	39%	41%	40%	39%	39%	39%
<b>n=</b>	3,056	382	3,295	1,516	3,530	3,472	3,460	3,429	3,446	3,598	3,477

**Table 35 – Types of Employer Encouragement**

<b>Encouragement</b>	<b>Percentage</b>
Public transit ticket sales/subsidies	20%
Carpool and/or vanpool program	17%
Special literature/memos/emails	16%
Tax breaks (Commuter Check)	12%
Incentives/rewards	11%
Shuttle service	7%
Bike lockers and showers	6%
Special carpool parking	5%
Flexible hours	3%
Other	1%
Guaranteed ride home	1%
	<i>Times mentioned=1,898</i>

The drive-alone rate is about 12% points lower at employer sites where the use of alternatives is encouraged (Table 36). The difference is consistent with 2004 data, but was greater than years previous to that when it was in the seven to eight percentage range. The difference in the rate of transit use is greatest. Much of what employers do to encourage the use of commute alternatives relates to transit, such as transit ticket sales, transit ticket subsidies, tax breaks, and choosing transit-accessible locations.

**Table 36 – Commute Modes with and without Employer Encouragement**

	<b>Drive Alone</b>	<b>Carpool</b>	<b>Transit</b>	<b>Other</b>
Employer Encourages Alternative Modes <i>n=1,366</i>	60%	15%	19%	7%
Employer Does Not Encourage Alternative Modes <i>n=2,111</i>	72%	13%	10%	5%

Smaller employers, those with 50 or fewer employees, accounted for the largest percentage of respondents (Table 37). Nearly two-thirds (60%) of respondents work for employers with 100 or fewer employees. The likelihood an employer will operate a program that encourages employees to use commute alternatives tends to increase with employer size.

**Table 37 – Employer Size**

<b>Employer Size (# of employees)</b>	<b>Percent of Respondents Employed</b>	<b>Percent Encouraging Alternatives Use</b>
0 - 50	48%	26%
51 – 100	12%	10%
101 – 500	20%	24%
More than 500	20%	40%
<i>n=</i>	<i>3,567</i>	<i>1,351</i>

The most common work location is Santa Clara County (27%), followed by San Francisco and Alameda (18% each, Table 38). In these counties, the most common work city locations are, not surprisingly, San Francisco (18%), San Jose (11%), and Oakland (5%, Table 39).

**Table 38 – Work County**

<b>County</b>	<b>Percentage</b>
Santa Clara	28%
San Francisco	19%
Alameda	19%
Contra Costa	10%
San Mateo	10%
Sonoma	6%
Marin	3%
Solano	3%
Napa	2%
	<i>n=3618</i>

**Table 39 – Work City**

<b>City</b>	<b>Percentage</b>
San Francisco	18%
San Jose	11%
Oakland	5%
Santa Clara	4%
Santa Rosa	3%
Sunnyvale	3%
Mountain View	2%
Fremont	2%
Berkeley	2%
Palo Alto	2%
Concord	2%
Walnut Creek	2%
Redwood City	2%
San Mateo	2%
Hayward	2%

## Commuter Profile

Respondents are relatively evenly distributed between the age groups with the 30s, 40s and 50s each containing about one-quarter of the working population (Table 40). Since many people spend their 20s in school or seeking suitable direction, it is not surprising that less than half as many commute to work each day according to the survey.

**Table 40 – Age**

Age Range	Percentage
Less than 20	1%
In your 20's	12%
30's	24%
40's	28%
50's	27%
60 or older	9%
	<i>n=3,590</i>

The survey respondents are relatively evenly distributed among household income ranges. The largest group has a household income between \$101,000 and \$150,000 annually (Table 41).

**Table 41 – Household Income**

Income Range	Percentage
\$35,000 or less	12%
\$36,000 to \$50,000	15%
\$51,000 to \$65,000	12%
\$66,000 to \$80,000	15%
\$81,000 to \$100,000	14%
\$101,000 to \$150,000	19%
more than \$150,000	13%
	<i>n=3,133</i>

Slightly more male workers responded to the survey than female (Table 42). However, this is not outside the 2% error range expected of the survey.

**Table 42 – Gender**

Gender	Percentage
Male	51%
Female	49%
	<i>n=3618</i>

The most common ethnicity for Commute Profile respondents in 2005 is Caucasian (62%) followed by Asian (16%) and Hispanic/Latino (11%, Table 43).

**Table 43 – Ethnicity**

<b>Ethnicity</b>	<b>Percentage</b>
Caucasian	62%
African-American	7%
Asian	16%
Hispanic/Latino	11%
Pacific Islander	2%
Native American	1%
	<i>n=3,468</i>

Almost all respondents (96%) to this survey have a vehicle available for their commute “always” or “sometimes” (Table 44). For 90% a vehicle is always available. These numbers are consistent with 2004 data. Availability varies a bit from county to county. San Francisco stands out as being the least auto dependent. Approximately 14% of San Francisco residents “never” have a vehicle available for their commute which is lower than last year. The variation between other counties is small. Like last year, all Solano County respondents have vehicle availability at least some of the time.

**Table 44 – Vehicle Availability by County**

<b>County</b>	<b>Always</b>	<b>Sometimes</b>	<b>Never</b>	<b>n=</b>
Solano	97%	3%	0%	400
Napa	95%	4%	1%	410
Sonoma	95%	5%	1%	403
Contra Costa	94%	5%	1%	401
Santa Clara	93%	3%	3%	400
San Mateo	93%	4%	3%	400
Marin	92%	5%	3%	402
<b>Regional Average</b>	<b>90%</b>	<b>6%</b>	<b>4%</b>	<b>3,618</b>
Alameda	88%	7%	5%	401
San Francisco	75%	12%	14%	400

## Communications Profile

### Media

Respondents get their traffic, public transit and other transportation information from a wide variety of sources. Radio is the most popular source, followed by the Internet and television (Table 45, n = 3, 618).

**Table 45 – Source of Transportation Information**

Source	Percentage
Radio	42%
Internet	24%
TV	23%
Don't ever look	11%
Printed media/newspaper	5%
511 Telephone	4%
Public Transit agencies	4%
511.org (website)	3%
Don't know	3%
Word of mouth	2%
	<i>n = 3618</i>

Table 45 shows that 7% get transportation information from the 511 program. Subsequent survey questions, however, reveal that 19% (n = 3,618) have used the 511 phone or web service. There are two reasons for this seeming discrepancy. First, some respondents in Table 45 could have indicated the Internet as a source of transportation information, without specifically identifying 511.org. Second, some respondents may have only cited their primary source of transportation information in the Table 45, even though respondents were allowed to provide more than one answer.

Tables 46-48 display the most common radio stations listened to, television stations watched and newspapers read by the Bay Area's commuting population. The radio stations people listen to most frequently are fairly well spread out, but those most often mentioned are KQED, KCBS and KGO. The television stations watched most frequently are more clustered, probably because there are fewer available to individuals without special television services (cable, satellite, etc.); the most commonly mentioned are KTVU and KGO. Not surprisingly in the San Francisco Bay Area, the most popular newspapers read are the San Francisco Chronicle and the San Jose Mercury. Responses in Tables 46 – 48 total more than 100%, because respondents provided more than answer.

**Table 46 – Radio Stations**

Station	Percentage
KQED	14%
KCBS	13%
KGO	12%
KFOG	8%
KLLC	7%
KNBR	6%
KOIT	6%
KFRC	5%
KKSF	5%
KISQ	5%
K101	4%
KMEL	4%
KBLX	4%
KYLD	4%
KZBR	4%
KITS	4%
KSFO	3%
KDFS	3%
The Bone	3%
KPFA	2%
KZST	2%
Sacramento Area	3%
Don't know	2%
Doesn't listen to the radio	6%
<i>n = 3,618</i>	

**Table 47 – Television Stations**

Station	Percentage
KTVU	20%
KGO	17%
KPIX	14%
KRON	13%
Public Television	9%
NBC	6%
FOX	5%
KNTV	5%
ABC	5%
CBS	4%
Don't watch TV	12%
Don't know	3%
Other	46%
<i>n = 3,618</i>	

**Table 48 – Newspapers**

<b>Paper</b>	<b>Percentage</b>
SF Chronicle	29%
SJ Mercury	19%
Contra Costa Times	8%
New York Times	6%
Press Democrat	5%
Oakland Tribune	4%
Wall Street Journal	3%
ARGUS	3%
–On the Internet -- Various	3%
SF Examiner	2%
Daily Review	2%
Marin Independent	2%
Don't read newspapers	22%
Other	4%
<i>n = 3,618</i>	

## Internet

Most respondents (85%, n=2,824) report having Internet access that they can use for occasional personal business. Table 49 displays the location of respondents' Internet access. Nearly three-quarters (71%) have access to the Internet both at home and at work. Only 8% do not have access at either location, 14% have access only at home, and 7% have access only at work.

**Table 49 – Location of Regular Internet Access**

<b>Internet Access</b>	<b>Percentage</b>
At Home	14%
At Work	7%
Both	71%
Neither	8%
<i>n=3,617</i>	

## Type of Travel Info

Table 50 displays the main types of travel information that people seek from radio, TV, and the Internet. Not surprisingly, traffic is by far the most frequent answer (67%) followed by public transportation (10%). Table 51 breaks down the main information topics to show the specific information people want.

**Table 50 – Main Information Topic Sought**

Topic	Percentage
Traffic	67%
Public Transit	10%
Do not seek	9%
Weather	5%
Directions	3%
Don't know	3%
Other	1%
Rideshare (carpool/vanpool)	< 1%%
Biking	< 1%%
	<i>n=3618</i>

**Table 51 – Specific Travel Information Desired by Topic**

Type of Travel Info	Percentage	<i>n=</i>
<u>Traffic</u>		
Traffic congestion map	63%	2,356
Traffic collisions	32%	2,356
Traffic estimated driving time	20%	2,356
Traffic alternate route information	13%	2,356
HOV lane maps	6%	2,356
Traffic / weather	5%	2,356
Traffic: alternative transportation options	2%	2,357
<u>Transit</u>		
Transit schedule and route map	54%	355
Transit real time bus/ferry/train	39%	355
Transit announcements for delays and service changes	15%	355
Trip planning services	9%	355
Transit: how to get to popular destinations	2%	355
<u>Rideshare (carpool/vanpool)</u>		
Carpool benefits provided	40%	10
Casual carpooling information	30%	10
Carpool and vanpool matching	20%	10
Park & ride lot locations	20%	10
<u>Bicycling</u>		
Bike trip planner	71%	7
Bicycle safety	29%	7
Bike buddy matching	14%	7

## Program Awareness Profile

### Incentives and Subsidies

About one-quarter of respondents (23%, n=3,589) reported that they are aware of incentives and subsidies available to support people who use alternatives to driving alone. These respondents (n=840) named the incentives and subsidies listed in Table 52 as those they are aware of. The most common incentive named is Commuter Check and Wage Works, which are methods for providing tax-free transit benefits. Other often-mentioned incentives/subsidies are discount public transit passes, vanpool incentives, and carpool ride matching.

**Table 52 – Incentives and Subsidies Named**

Incentive and subsidies	Percentage
Commuter check, wage works	23%
Discount public transit pass	18%
Vanpool incentives	17%
Carpool ride matching	13%
HOV lane	9%
Carpool to BART	5%
Carpool script/coupon	5%
FasTrak	2%
EcoPass	2%
Guaranteed Ride Home	1%
Other	6%
	<i>n=840</i>

### 511 Traveler Information Service

Over 40% of respondents (43%, n=3,618) report some level of familiarity with 511 travel information services, and 9% are very familiar. Those familiar with 511 heard about the program through a variety of sources with the blue and white freeway information signs being the most common (26%, n = 1,540) (Table 53). Radio ads and word of mouth are the next most common ways people heard about 511, with 22% and 16% of respondents citing these sources, respectively. The percentages in Table 53 add up to more than 100%, because respondents named more than one source.

**Table 53 – Source of 511 Program Awareness**

How Heard	Percentage
Freeway signs (blue & white)	26%
Radio ads	22%
Word of mouth	16%
Outdoor billboards	10%
News story	7%
Banners on street poles	7%
CHP TV ads	6%
Internet	5%
My employer	3%
Public Transit signs/ads	3%
Other	1%
<i>n = 1,538</i>	

Of those reporting some familiarity with 511, nearly half (45%, n=1,538) use the service. When asked what they use it for, 74% (n=697) said traffic information and 14% said public transportation information (Table 54). Eighty-nine percent of users (n=697) said they would recommend the service to other people seeking Bay Area traveler information.

**Table 54 – Use of 511 Phone Service or Web Site**

Use of 511	Percentage
Traffic	74%
Using public transit	14%
Directions	4%
Other - Specify	3%
Website information	2%
Airport Information	1%
Don' know	1%
Carpooling / Vanpooling	1%
Bicycling	0%
<i>n=697</i>	

### **Call Box**

Seventeen percent of respondents (n=3,618) report having used a Call Box on the side of the road. Most (87%, n=593) said that their experience with the person who helped them on the Call Box phone was good or extremely good.

### **Freeway Service Patrol**

Eleven percent (n= 3,594) reported using the Freeway Service Patrol (FSP). Of them, 95% (n=393) said their experience with the person who helped them on-site was good or extremely good.

## Appendix A – Survey Instrument

### COMMUTE PROFILE 2005 QUESTIONNAIRE

Hello, my name is \_\_\_\_\_, with [contractor's name], a public opinion research firm. We're talking to people about their commute experiences to help improve commuting in the Bay Area.

**1. In which county do you live?**

1. Alameda
2. Contra Costa
3. Marin
4. Napa
5. San Francisco
6. San Mateo
7. Santa Clara
8. Solano
9. Sonoma
10. Other (end)

**2. Are you 16 years or older and do you work 30 hours or more a week as an employee or independent business person?**

1. Yes (skip to 6)
2. No (skip to 3)

**3. May I speak with someone in your household who is?**

1. yes (skip to 6)
2. no/not available now
3. no one here matches criteria (end)
4. no/decline

**4. What is the person's name:** \_\_\_\_\_

**5. When is a good time to call:** \_\_\_\_\_ (end)

**6. Do you currently hold more than one job?**

1. Yes [If Yes: Please answer the questions in this survey with respect to your primary job and primary work site.]
2. No

**7. How many days do you work each week?**

- 1    2    3    4    5    6    7

**8. How do you usually get to work?** [select one]

- |                               |              |
|-------------------------------|--------------|
| 01. Drive alone               | (skip to 10) |
| 02. Carpool                   | (skip to 10) |
| 03. Vanpool                   | (skip to 10) |
| 04. BART                      | (skip to 10) |
| 05. Bus                       | (skip to 10) |
| 06. Caltrain                  | (skip to 10) |
| 07. Altamont Commuter Express | (skip to 10) |
| 08. Capitol Corridor Train    | (skip to 10) |
| 09. Light Rail                | (skip to 10) |
| 10. Ferry                     | (skip to 10) |
| 11. Bicycle                   | (skip to 10) |
| 12. Motorcycle                | (skip to 10) |
| 13. Walk                      | (skip to 10) |
| 14. Work at home/telecommute  | (ask 9)      |
| 15. Other                     | (skip to 10) |

**9. Is this a home-based business without any other regular work location outside your home?**

1. Yes (end)
2. No

**10. Would that be [response to Q7] days a week?**

1. yes (skip to Q12)
2. no

**11. How else do you get to work?** [select up to 3 most frequently used]

01. Drive alone
02. Carpool
03. Vanpool
04. BART
05. Bus
06. Caltrain
07. Altamont Commuter Express
08. Capitol Corridor Train
09. Light Rail
10. Ferry
11. Bicycle
12. Motorcycle
13. Walk
14. Work at home/telecommute
15. Other

**12 You indicated that you normally commute to work by [response to Q8]. Is the entire trip made by [response to Q8] or is some other type of transportation combined with this on the same day to get from home to work?**

1. yes (same travel mode for entire trip)
2. no (other type of transportation combined) (if Q8=1 skip to 19; if Q8=2 or 3 skip to 14; if Q8=4+ skip to 23)
3. refused/don't know (if Q8=1 skip to 19; if Q8=2 or 3 skip to 14; if Q8=4+ skip to 23)

**13. What other travel modes do you use?** [select up to 3]

- 01. Drive alone
- 02. Carpool
- 03. Vanpool
- 04. BART
- 05. Bus
- 06. Commute Train
- 07. Light Rail
- 08. Ferry
- 09. Bicycle
- 10. Motorcycle
- 11. Walk
- 12. Work at home/telecommute
- 13. Other

[ ► questions 14-18 for primary mode = carpool or vanpool (Q8 = 2 or 3) ◄ ]

**14. Including yourself and the driver, what is the total number of persons usually in the vehicle?** \_\_\_\_\_

**15. With whom do you regularly carpool/vanpool?** [read choices; select all that apply]

- 1. Household members (skip to 17)
- 2. Non-household relatives (skip to 17)
- 3. Co-workers
- 4. Friends, acquaintances, neighbors
- 5. Casual carpool with different people each day (skip to 17)
- 6. Other
- 7. Refused/Don't Know (skip to 17)

**16. Did you meet your carpool/vanpool partners with the help with the help of a ridesharing services, such as 511 Rideshare, RIDES or Solano Napa Commuter Information?**

- 1. yes
- 2. no
- 3. Refused/Don't know

**17. Where do you generally meet your carpool/vanpool partners?**

- 1. Home
- 2. Park and Ride Lot
- 3. Daycare/School
- 4. In route
- 5. It varies
- 6. Other

**18. How long have you been in a carpool or vanpool?**

- 1. Less than a month
- 2. 1 month to less than 6 months
- 3. 6 months to less than a year
- 4. More than a year but less than 2
- 5. 2 to 5 years

6. 6 to 10 years
7. 11 or more years
8. Refused/Don't know

[ ► questions 19-22 for primary mode = drive alone (Q8=1) ◄ ]

**19. When you say you drive alone to work, do you mean . . .** [read choices; select up to 3]

1. You sometimes have children?
2. You sometimes have other household members? skip to 21
3. You sometimes have "others"? skip to 21
4. You never have anyone with you? skip to 21
5. Refused/Don't Know skip to 21

**20. Are children with you for more than half of the trip?**

1. yes
2. no
3. Refused/Don't know

**21. How often do you have other people in the vehicle with you?** [select one]

1. Three to five days per week
2. One to two days per week
3. Less than one day per week

**22. What are your reasons for driving to work?**

[select up to 3]

01. No practical public transit options
02. Comfort/relaxation
03. Travel time to and from work (fastest)
04. No one to carpool with
05. Privacy
06. Having vehicle during work
07. Having vehicle before/after work
08. Having vehicle to take kids to daycare/school
09. Safety
10. Commuting costs
11. Work hours/work schedule
12. Not being dependent on others
13. Want to get home in an emergency
14. Like to come and go as I please
15. Love to drive my car
16. Public transit not reliable
17. Public transit not frequent enough
18. Other: capture
19. Refused/Don't Know

[ ►► Q23 for other than drive alone respondents: Q8<1 ◀◀ ]

**23. What are your reasons for [response to Q8]? (select up to 3)**

01. No practical public transit options
02. Comfort/relaxation
03. Travel time to work (fastest way)
04. Can use carpool (HOV, carpool) lane
05. Don't own a car
06. Having vehicle during work
07. Discounts available for using public transit (Commuter Check)
08. Having vehicle to take kids to daycare/school
09. Safety (personal or from accident)
10. Commuting costs
11. Work hours/work schedule
12. Too far to public transit
13. Enjoy walking or biking—getting exercise
14. No parking available or parking too expensive
15. Enjoy private time driving to work
16. Environment (reduce pollution/save energy)
17. Less stressful
18. Enjoy talking to someone/company
19. Live close to work
20. Other: **capture**
21. Refused/Don't Know

[ ►► questions 24-29 for primary mode = drive alone (Q8=1) ◀◀ ]

**24. If you could save \$25 per month would you be willing to try carpooling or use public transit to get work?**

(GET ANSWER, THEN ASK): Would that be very "willing/unwilling" or somewhat "willing/unwilling"?

- |                       |              |
|-----------------------|--------------|
| 1. Very willing       | (skip to 27) |
| 2. Somewhat willing   | (continue)   |
| 3. Somewhat unwilling | (continue)   |
| 4. Very unwilling     | (continue)   |
| 5. Refused/Don't know | (continue)   |

**25. If you could save \$50 per month would you be willing to try carpooling or use public transit to get work?**

(GET ANSWER, THEN ASK): Would that be very "willing/unwilling" or somewhat "willing/unwilling"?

- |                       |              |
|-----------------------|--------------|
| 1. Very willing       | (skip to 27) |
| 2. Somewhat willing   | (continue)   |
| 3. Somewhat unwilling | (continue)   |

- 4. Very unwilling (continue)
- 5. Refused/Don't know (continue)

**26. If you could save \$100 per month would you be willing to try carpooling or use public transit to get work?**

(GET ANSWER, THEN ASK): Would that be very "willing/unwilling" or somewhat "willing/unwilling"?

- 1. Very willing (continue )
- 2. Somewhat willing (continue)
- 3. Somewhat unwilling (continue)
- 4. Very unwilling (continue)
- 5. Refused/Don't know (continue)

**27. If you could decrease your travel time by up to 15 minutes a day each way, would you be willing to carpool or use public transit to get work?**

(GET ANSWER, THEN ASK): Would that be very "willing/unwilling" or somewhat "willing/unwilling"?

- 1. Very willing (continue )
- 2. Somewhat willing (continue)
- 3. Somewhat unwilling (continue)
- 4. Very unwilling (continue)
- 5. Refused/Don't know (continue)

**28. If there was an easy way to find carpool partners, would you be willing to try carpooling to work?**

(GET ANSWER, THEN ASK): Would that be very "willing/unwilling" or somewhat "willing/unwilling"?

- 1. Very willing (continue )
- 2. Somewhat willing (continue)
- 3. Somewhat unwilling (continue)
- 4. Very unwilling (continue)
- 5. Refused/Don't know (continue)

**29. Would you be more willing to carpool if you knew the person who you could carpool with?**

(GET ANSWER, THEN ASK): Would that be very "willing/unwilling" or somewhat "willing/unwilling"?

- 1. Very willing (continue )
- 2. Somewhat willing (continue)
- 3. Somewhat unwilling (continue)
- 4. Very unwilling (continue)
- 5. Refused/Don't know (continue)

[ ►► all respondents ◄◄ ]

**30. Is your commute better, about the same or worse now than it was a year ago?** [select one]

1. extremely better
2. better
3. about the same (skip to 34)
4. worse (skip to 33)
5. extremely worse (skip to 33)
6. Refused/Don't Know (skip to 34)

**31 . How has it gotten better?** [select a maximum of 3]

01. traffic lighter (1+ = skip to 34)
02. roadway improvements
03. changed travel mode
04. moved home/changed job or job location
05. changed commute route
06. commuting at different time
07. less road maintenance work
08. weather improved
09. improved/new public transit service
10. public transit less crowded (fewer people)
11. availability of better information on traffic/travel conditions
12. other
13. Refused/Don't Know

**33. How has it gotten worse?** [select a maximum of 3]

01. traffic heavier
02. construction delays
03. changed travel mode
04. moved home/changed job or job location
05. changed commute route
06. commuting at different time
07. more road maintenance
08. weather worse
09. public transit more crowded/slower
09. other
10. Refused/Don't Know

**34. How would you rate the condition of Bay Area roads? Use a scale of 1 to 5 with 1 being smooth, no bumps 5 being excessively rough?**

- 1
- 2
- 3
- 4
- 5

refused/don't know

[ ▶▶Q35-36 for public transit only: Q8=4-10 ◀◀]

**35. Would you say that it is easier, about the same or more difficult to use public transit to get to work now than it was a year ago? [select one]**

1. extremely easier
2. easier
3. about the same
4. more difficult
5. extremely more difficult
6. Refused/Don't Know

**36. How would you rate the condition of public transit vehicles? Use a scale of 1 to 5 with 1 being excellent working condition to 5 being in dire need of repair?**

- 1
- 2
- 3
- 4
- 5

refused/don't know

[ ▶▶Q37 for carpool only: Q8=2. ◀◀]

**37. Would you say that it is easier, about the same or more difficult to carpool to work now than it was a year ago? [select one]**

1. extremely easier
2. easier
3. about the same
4. more difficult
5. extremely more difficult
4. refused/don't Know

[ ▶▶Q 38 for bicycle commuters only: Q8=11 ◀◀]

**38. Would you say that it is easier, about the same or more difficult to bicycle to work now than it was a year ago? [select one]**

1. extremely easier
2. easier
3. about the same
4. more difficult
5. extremely more difficult
4. Refused/Don't Know

**39. About how many miles do you travel to work on average, one-way? average=16 miles**

**40. How many minutes does your commute to work take door to door? average=29 minutes**

**41. How often does your commute trip take the amount of time you expect it to?**

1. frequently takes less time
2. occasionally takes less time
3. usually takes the amount of time I expect
4. occasionally takes more time
5. frequently takes more time

**42. What time do you normally start work? \_\_\_\_\_**

**42a. AM \_\_\_\_\_ or PM \_\_\_\_\_**

**43. How flexible would you say your arrival time at work is?**

1. extremely flexible
2. flexible
3. neutral
4. inflexible
5. extremely inflexible
6. refused/don't know

**44. How flexible would say your departure time from work is?**

1. extremely flexible
2. flexible
3. neutral
4. inflexible
5. extremely inflexible
6. refused/don't know

**45. Is there a special carpool lane, that can be used only by carpools, vanpools and buses, along your route to work?**

1. Yes
2. No (skip to 51)
3. Refused/Don't Know (skip to 51)

**46. Do you regularly use the carpool lane to get to work?**

1. Yes
2. No (skip to 51)
3. Refused/Don't Know (skip to 51)

**47. Does the carpool lane save you time in getting to work?**

1. Yes
2. No (skip to 49)
3. Refused/Don't Know (skip to 49)

**48. How many minutes does it save you? \_\_\_\_\_**

**49. Did the carpool lane influence your decision to carpool or ride public transit?**

1. Yes
2. No

3. Refused/Don't Know

**50. How likely are you to continue to carpool or ride public transit if the carpool lane did not exist?**

1. extremely likely
2. somewhat likely
3. neutral/not sure
4. unlikely
5. extremely unlikely
6. refused/don't know

**51. What is the zip code where you live?** \_\_\_\_\_

[ ►► ask 52 only if they do not know their home zip code in 51 ◀◀ ]

**52. What city do you live in?** \_\_\_\_\_

**53. What is the zip code where you work?** \_\_\_\_\_

[ ►► ask 54 only if they do not know their work zip code in 53 ◀◀ ]

**54 What city do you work in?** \_\_\_\_\_

**55. Is there free all-day parking at or near your worksite?**

1. Yes
2. No
3. Refused/Don't Know

**56. How many employees work for your company at your site?**

1. 0 –50
2. 51-100
3. 101-500
4. more than 500
5. Refused/Don't Know

**57. Does your employer encourage employees to use public transit, carpool, bicycle or walk to work?**

1. Yes
2. No (skip to 59)
3. Refused/Don't Know (skip to 59)

**58. How does your employer encourage the use of these travel modes?** [select a maximum of 5]

- |    |                                       |
|----|---------------------------------------|
| 1. | carpool and/or vanpool program        |
| 2. | public transit ticket sales/subsidies |
| 3. | guaranteed ride home                  |
| 4. | bike lockers/showers                  |
| 5. | flexible hours                        |
| 6. | special carpool parking               |
| 7. | incentives/rewards                    |

- |        |                      |
|--------|----------------------|
| 8.     | tax breaks (Commuter |
| Check) |                      |
| 9.     | other                |
| 10.    | refused/don't know   |

**59. As part of your employment, do you have the opportunity to work at home instead of going to your regular place of work?**

- |                       |              |
|-----------------------|--------------|
| 1. Yes                |              |
| 2. No                 | (skip to 62) |
| 3. Refused/Don't Know | (skip to 62) |

**60. Approximately how many days per month do you work at home instead of at your regular place of work? \_\_\_\_\_**

**61. Would you say you make more, fewer or about the same number of trips with your car on days that you work at home? [select one]**

1. More
2. Fewer
3. Same
4. Refused/Don't Know

[ ► questions 62-67 for primary mode = drive alone Q8=1 ◀ ]

**62. How possible would it be for you to carpool at least one or two days a week? Would it be ... [read choices; select one]**

- |                         |              |
|-------------------------|--------------|
| 1. extremely possible   | (skip to 64) |
| 2. possible             | (skip to 64) |
| 3. neutral/not sure     |              |
| 4. impossible           |              |
| 5. extremely impossible |              |
| 6. Refused/Don't Know   | (skip to 64) |

**63. Why is it difficult to carpool to work? [select a maximum of 3]**

01. Takes too much time
02. Desire privacy
03. Need vehicle during work
04. Need vehicle before/after work
05. Transport children
06. Safety
07. Work irregular hours
08. Work overtime
09. Prefer to drive alone
10. Can't find carpool or vanpool partners
11. Never considered carpooling
12. I don't like coordinating with other people.
13. Other
14. Refused/Don't Know

**64. How possible would it be for you to use public transit at least one or two days a week?**

**Would it be . . .** [read choices; select one]

1. extremely possible (skip to 66)
2. possible (skip to 66)
3. neutral/not sure
4. impossible
5. extremely impossible
6. Refused/Don't Know (skip to 66)

**65. Why is it difficult to use public transit to get to work?** [select a maximum of 3]

01. Takes too much time
02. Desire privacy
03. Need vehicle during work
04. Need vehicle before/after work
05. Transport children
06. Safety
07. Work irregular hours
08. Work overtime
09. Public transit unreliable
10. Prefer to drive alone
11. Cost/ too expensive
12. No service available on my commute
13. Never considered using public transit
14. Don't know how to use public transit
15. Other
16. Refused/Don't Know

**66. How possible would it be for you to bicycle all or part of the way to work at least one or two days a week? Would it be . . .** [read choices; select one]

1. extremely possible (skip to 68)
2. possible (skip to 68)
3. neutral/not sure
4. impossible
5. extremely impossible
6. Refused/Don't Know (skip to 68)

**67. Why is it difficult to ride a bicycle to work?** [select a maximum of 3]

- 01 I don't ride or own a bike
- 02 Too far to ride
- 03 Can't ride in work cloths
- 04 Don't feel safe riding to work
- 05 No safe place to park/lock my bike
- 06 No place to change/shower at work
- 07 Takes too much time
- 08 Need car at work or before/after work
- 09 Need to get in better shape first
- 10 Never even considered it
- 11 Other

12      Refused/ Don't know

[ ► questions for all respondents Q1=1-9 ◀ ]

**68. Are you aware of any incentive or subsidy programs that support the use of alternatives to driving alone?**

1. yes
2. no (skip to 70)
3. refused/don't know (skip to 70)

**69. Can you name any of the available incentives or subsidies?**

1. Vanpool incentives
2. Guaranteed ride home
3. Discount public transit tickets
4. Commute Check
5. Eco Pass
6. Carpool to BART
7. Carpool script
8. Carpool ridematching
9. Other
10. No/don't know
11. Refused

**70 Where do you normally get information on traffic, public transit and other transportation questions you might have?**

1. Radio
2. TV
3. Internet
3. 511 Telephone
4. 511 .org (website)
5. Other

**71. How familiar are you with the 511 travel information service? Use a scale of 1 to 5 with 1 being not at all familiar and 5 being very familiar?**

- 1 (skip to 76)
- 2
- 3
- 4
- 5
- refused/don't know

**72. How did you hear about 511?**

1. Outdoor billboards
2. Banners on street poles
3. Freeway signs (blue and white)
4. CHP TV ads
5. Radio ads

6. My employer
7. News story
8. Other
9. Don't remember

**73. Have you ever used the 511-phone service or visited 511.org?**

1. Yes 2%
2. No 98% (skip to 76)
3. Not Sure <1% (skip to 76)

**74. What do you primarily use 511 information for?**

1. Traffic
2. Carpooling/ Vanpooling
3. Bicycling
4. Using public public transit
5. Airport Information
6. Other [capture]: \_\_\_\_\_

**75. Would you recommend the 511 service to other people seeking Bay Area travel information?**

1. Yes
2. No
3. Not sure

**76. When thinking about the kinds of travel information you get from radio, TV, or on the Internet, what is the main topic of information (e.g., traffic, public transit, ridesharing, etc.) MOST often seek?**

1. Traffic
2. Public transit
3. Rideshare (carpool/vanpool)
4. Biking
5. Other (skip to 78)
5. None/Not Sure (skip to 78)

[ask everyone who answered 1-4 to Q76]

**77. Regarding \_\_\_\_\_ [response to Q76] \_\_\_\_\_ information, what information are you specifically most interested in having available?** [Choose up to three for one of the following four categories]

**Traffic**

1. Estimated Driving Time On Your Commute
2. Traffic Congestion Map
3. FasTrak Info
4. HOV Lane Maps
5. Alternative Route Information
6. Information on Alternative Transportation Options
7. Other

8. Refused/Don't know

**Public transit**

1. Real-time Bus/Train/Ferry Departure/Arrival Information
2. Announcements for Delays and Service Changes
3. Trip Planning Services
4. Schedules & Route Maps
5. Fare Info
6. How to Get To Popular Destinations
7. Parapublic transit Information
8. Other
9. Refused/Don't know

**Rideshare**

1. Carpooling Benefits Provided by your employer
2. Other Employer Benefits, such as Guaranteed Ride Home or Reserved Carpool Parking
3. Carpool or Vanpool Matching
4. Casual Carpooling Information
5. HOV Lanes Maps
6. Park & Ride Lot Locations
7. Other
8. Refused/Don't know

**Biking**

1. Bike Trip Planner
2. Taking Bikes on Public transit
3. Bicycle Safety
4. Bicycles on Bridges
5. Bicycling Organizations
6. List of Bay Area Bike Maps
7. Bike Buddy Matching
8. Other
8. Refused/Don't know

**78. Have you ever used a Call Box on the side of the road?**

1. Yes
2. No (skip to 79)
3. Refused/Don't know (skip to 79)

**78a. How would you rate your overall experience with the person who helped you over the phone?**

1. Extremely good
2. Good
3. Neutral / not sure
4. Bad
5. Extremely bad
6. Refused/Don't know

**79. Have you ever used the Freeway Service Patrol (FSP)?**

1. Yes
2. No (skip to 81)
3. Don't know (skip to 81)

**80. If yes, how would you rate your overall experience with the person who helped you on site?**

1. Extremely good
2. Good
3. Neutral / Not Sure
4. Bad
5. Extremely bad
6. Refused/Don't know

**81. Do you have regular access to the Internet at home, at work, both or neither?**

1. home (skip to 82)
2. work
3. both
4. neither (skip to 82)
5. refused/don't know (skip to 82)

**81a. Can you use the Internet at work for occasional personal business?**

1. yes
2. no
3. refused/don't know

**82. Do you always, sometimes or never have a vehicle available for getting to work?**

1. Always available
2. Sometimes available
3. Never available
4. Refused/Don't Know

**83. Which radio stations do you listen to most frequently?**

1. KGO 810 AM
2. KOIT 96.5 FM
3. KMEL 106.1 FM
4. KCBS 740 AM
5. KQED 88.5 FM (NPR or National Public Radio)

6. KSFO 560 AM
7. KYLD 94.9 FM (Wild)
8. KDFC 102.1 FM
9. KFRC 99.7 FM (Oldies)
10. KNBR 680 AM (The Sports Leader)
11. KKSF 103.7 FM (Smooth Jazz)
12. KFOG 104.5 FM
13. KZBR 95.7 FM (The Bear)
14. KISQ 98.1 FM (Kiss)
15. K101 101.3 FM (Star)
16. KLLC 97.3 FM (Alice)
17. Other
18. Don't listen to radio
19. Refused/Don't know

**84. Which TV stations do you watch most frequently?**

1. KTVU Channel 2
2. KRON Channel 4
3. KPIX Channel 5
4. KQED Channel 9
5. KGO Channel 7
6. KNTV Channel 11
7. KDTV Channel 14
8. KBWB Channel 20
9. KICU Channel 36
10. KBHK Channel 44
11. Other
12. Don't watch TV
13. Refused/Don't know

**85. Which newspapers do you read most frequently?**

1. Argus
2. Contra Costa Times
3. Daily Review
4. East Bay Express
5. Marin Independent Journal (IJ)
6. Oakland Tribune
7. Press Democrat
8. San Francisco Chronicle
9. San Francisco Bay Guardian
10. San Jose Mercury News
11. San Mateo County Times
12. Tri-Valley Herald
13. Vallejo Times-Herald
14. Other
15. Don't read newspaper
16. Refused/Don't know

**86. With what ethnic group do you identify: Caucasian, African-American, Asian, Hispanic, Pacific Islander or another group?**

1. Caucasian
2. African-American
3. Asian
4. Hispanic / Latino
5. Pacific Islander
6. Other
7. Refused/Don't know

**87. How old are you? Are you . . .**

1. Less than 20
2. in your 20's
3. 30's
4. 40's
5. 50's
6. 60 or older
7. Refused

**88. And what is your combined annual (before-tax) household income? Is it . . .**

1. \$35,000 or less
2. \$36,000 to \$50,000
3. \$51,000 to \$65,000
4. \$66,000 to \$80,000
5. \$81,000 to \$100,000
6. 101,000 to \$150,000
7. or more than \$150,000
8. Refused/Don't Know

**89. Gender of respondent:** [Do not need to ask]

1. Male
2. Female

Those are all the questions I have for you. Thank you very much for participating.